TRANSMITTAL OF INFORMATION DISCLOSURE STATEMENT Docket No. (Under 37 CFR 1.97(b) or 1.97(c)) 030728 (BLL-0181) In Re Application Of: DAVID A. HILL Serial No. Filing Date Examiner Group Art Unit N/A N/A N/A April 21, 2004 Title: METHODS, SYSTEMS, AND STORAGE MEDIUMS FOR INTEGRATING SERVICE REQUEST GENERATION SYSTEMS WITH A SERVICE ORDER CONTROL SYSTEM Address to: Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450 37 CFR 1.97(b) of a national application other than a continued prosecution application under 37 CFR 1.53(d); within three months of the date of entry of the national stage as set forth in 37 CFR 1.491 in an international application; before the mailing of a first Office Action on the merits, or before the mailing of a first Office Action after the filing of a request for continued examination under 37 CFR 1.114. 37 CFR 1.97(c) 2. The Information Disclosure Statement submitted herewith is being filed after the period specified in 37 CFR 1.97(b), provided that the Information Disclosure Statement is filed before the mailing date of a Final Action under 37 CFR 1.113, a Notice of Allowance under 37 CFR 1.311, or an Action that otherwise closes prosecution in the application, and is accompanied by one of: ☐ the statement specified in 37 CFR 1.97(e); OR ☐ the fee set forth in 37 CFR 1.17(p).

TRANSMITTAL OF INFORMATION DISCLOSURE STATEMENT Docket No. (Under 37 CFR 1.97(b) or 1.97(c)) 030728 (BLL-0181) In Re Application: DAVID A. HILL Group Art Unit Examiner Filing Date Serial No. N/A N/A N/A April 21, 2004 METHODS, SYSTEMS, AND STORAGE MEDIUMS FOR INTEGRATING SERVICE REQUEST GENERATION SYSTEMS WITH A SERVICE ORDER CONTROL SYSTEM Payment of Fee (Only complete if Applicant elects to pay the fee set forth in 37 CFR 1.17(p)) □ A check in the amount of is attached. 06-1130 as described below. Charge the amount of Credit any overpayment. Charge any additional fee required. Certificate of Mailing by First Class Mail Certificate of Transmission by Facsimile* I certify that this document and authorization to charge deposit I certify that this document and fee is being deposited account is being facsimile transmitted to the United States with the U.S. Postal Service Patent and Trademark Office (F: as first class mail under 37 C.F.R. 1.8 and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450. (Date) Signature of Person Mailing Correspondence Signature Typed or Printed Name of Person Mailing Certificate Typed or Printed Name of Person Signing Certificate *This certificate may only be used if paying by deposit account. Dated: April 21, 2004 bus Marisa J. Dubuc Registration No. 46,673 Cantor Colburn LLP 55 Griffin Road South Bloomfield, CT 06002 (860) 286-2929 (860) 286-0115 FAX Customer Service No. 36192 CC:

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